



STATE OF MONTANA DEPARTMENT OF REVENUE JOB PROFILE

Working Title

Computer Support Specialist II

Job Code Title

Computer Support Specialist

Pay Band

06

Job Code Number

151416

Information Technology and Processing Division

Information and Technology Services Bureau
Network Services Unit

Fair Labor Standards Act

Non-Exempt

The Montana Department of Revenue administers more than 30 state taxes and fees; establishes values for taxable property, including agricultural land, residential real estate, commercial real estate, forest land, business equipment, railroads and public utilities; supervises the operation of the state liquor stores and agencies and administers the laws governing the sale, taxation, and licensing of alcoholic beverages; and returns unclaimed property to its rightful owners.

The Information Technology and Processing Division serves as the operational foundation for the department's business units. Through secure, up-to-date computing and processing environments the division's Information and Technology Services Bureau (IT) and Processing and Retention Operations Bureau (PRO) contribute to the department's overall efficiency in document and payment processing while ensuring confidentiality, integrity, and availability of taxpayer data, whether in paper or electronic form. In providing these services, the division enables the department to meet its business objectives and facilitates its mission to serve the citizens of Montana. The division also includes the Administrative Team. The Information and Technology Services Bureau provides application development and support services for all revenue information systems including network services to approximately 650 users from a central office in Helena and to 60 locations in the state's 56 counties. Depending on need, services are provided either with a site visit or using remote-access technologies. The IT Bureau includes the Network Services Unit and the Applications Services Unit.

Job Responsibilities

The Computer Support Specialist monitors computer systems, networks, and associated equipment; supports operating systems, hardware, and software; troubleshoots, isolates, and resolves problems; and diagnoses and repairs faulty equipment and technology systems. The incumbent provides technical and professional support in current technologies and methodologies for department staff and resolves computer problems in person, via telephone, or from remote locations. At this level, the incumbent handles the more difficult issues that require advanced technical skills. The position reports to the Network Services (NSU) Unit Manager and does not supervise other staff.

• Information Systems Support 45%

1. Ensures projects are completed timely and continuity of support meets agency business needs. This involves tracking project progress, ensuring that users and support staff understand and are adequately trained to use/support new business systems, identifying and evaluating any potential problem areas, and monitoring and reporting work processes and progress.

2. Sets up equipment for employee use. Performs or ensures proper installation of cables, operating systems, or appropriate software.
 3. Upgrades vendor-supplied and custom applications on personal computers and tailors software to meet user needs using knowledge of system capabilities, user requirements, and equipment configurations.
 4. Responds to situations involving equipment or system failure. Studies the systems and performs repairs as possible or refers appropriate information to outside vendor to complete the repairs. Maintains a working knowledge on all current equipment.
 5. Ensures compliance with agency and state computer use policies.
 6. Provides back-up support for Computer and Network Systems Analyst positions involved in equipment and system diagnosis, repair, and replacement.
 7. Changes equipment as needed, provides system upgrades, and replaces components.
 8. Develops technical documentation to provide accurate and complete information and data related to system design, user training, technical programming, and other system specifications.
 9. Tracks project progress to ensure that users and support staff understand and are adequately trained in the use of new business systems.
- **User Support and Customer Service 50%**
 1. Provides first and second tier information technology support to end-users to ensure employees are adequately supported to use applications appropriate to their jobs. Determines nature of call, access, or trouble ticket; interviews caller for fact-finding; and provides direction on possible resolution. Prioritizes user support based on how critical the application is, the logistics, options to keep the system functioning, and impacts on related systems. Resolves problems or refers them to other appropriate IT staff.
 2. Monitors incidents and classifies them according to category, priority, service, and time lines. Investigates similar incidents for potential solutions.
 3. Confers with staff, users, and management to establish requirements for new systems or modifications. Recommends changes to IT functions, procedures, and approaches to customer service.
 4. Provides assistance concerning the use of computer hardware and software. Answers users' questions regarding computer software and hardware operation to resolve problems. Maintains appropriate communication channels and follows-up to ensure quality customer service.
 - **Other Duties 5%**
 1. Performs a variety of other duties as assigned by the unit manager.

Job Requirements

To perform successfully a computer support specialist the incumbent must be self-motivated; possess a strong work ethic; maintain a positive attitude; and enjoy working with, and for, the public. Skills in multi-tasking; paying attention to details and accuracy; organizing multiple tasks within short and inflexible timelines; identifying system problems and resolving them; translating technical information to varied audiences; effectively interpreting policies and procedures in a wide variety of project areas; reading and interpreting technical manuals and data reports; using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems; mathematics; providing timely and effective written, verbal, and interpersonal communication; customer service; conflict resolution; compiling and analyzing data from multiple sources; following written and oral directions and instructions; identifying and correcting data errors; resolve a wide variety of problems and issues; and word processing, spreadsheet, database applications are required. This position works with highly confidential financial and tax information and is required to maintain the highest level of confidentiality regarding all information acquired or used in performing this job.

The position requires knowledge of the principles and practices of information systems and computer science; department information technology processes; computer equipment and technology systems used, or likely to be used, by the department; functional applications; proprietary languages; information systems development, enhancement, and maintenance; systems analysis, design, testing, and documentation techniques and procedures; telecommunications and information systems networking; customer service standards; data management products; and data structures and interrelationships. The position also requires knowledge of network capabilities, computer operating systems, equipment, and software.

- The minimum level of education and job-related work experience needed as a new employee **on the first day** of work is a bachelor's degree in computer science, information systems, or closely related field and two years of job-related work experience.
 - Work experience should be made up of installing, supporting, and operating computers and associated hardware; hardware and software troubleshooting and problem isolation; and end-user assistance.
 - Other combinations of education and experience will be evaluated on an individual basis.

Department Core Values

- **Respect:** As a representative of the people of Montana, proceeds with the highest level of respect for the dignity of every person contacted through work. Without exception, all people are treated as equally as possible. The employee is a faithful steward of the resources provided to this agency by the citizens of Montana.
- **Integrity:** Conducts work honestly and makes decisions that establish a clear record that the department serves the public with integrity. Apologizes for mistakes and gives credit to others for their cooperation, work, and ideas in achieving positive results. Accountable for their actions and holds others accountable for theirs. Decisions and judgments achieve equity and justice for all parties involved including citizens and co-workers.
- **Productivity:** Consistently strives to minimize the waste of the department's financial, facilities, and human resources. Diligently works to improve the productivity and effectiveness of the work unit. Welcomes and encourages new ideas on improving the results of the department from the public, other officials, colleagues, and supervisors. Approaches work in a manner that builds goodwill, trust, and cooperation internally with other staff and externally with the public.
- **Teamwork:** Maximizes cooperation and teamwork when working with other employees, divisions, and other state agencies. Willing to work with others for the opportunity to learn from their ideas, talents, and knowledge. Seeks to resolve conflicts with other employees and work units in an open and respectful manner that reinforces teamwork. Celebrates the successes of others.

Working Conditions

Must work under time constraints, be able to maintain numerous projects at one time, and determine priorities on a daily basis. At times, the incumbent will deal with angry and difficult individuals to resolve concerns or to bring about compliance with regulations. This may cause stressful work conditions and a high degree of mental stress. As a Department of Revenue employee, the incumbent may come into contact with highly confidential financial and tax information and is required to maintain the highest level of confidentiality regarding all information acquired or used in performing this job. This position requires considerable computer and keyboard use. Work hours may exceed 40 hours per week from time to time. Lifting may reach 45-60 pounds when lifting larger items such as computers and related equipment and pushing or moving carts or large items to repair or install computers and hardware. Some assignments may require working in uncomfortable and noisy areas. Extensive travel, sometimes under unfavorable conditions and circumstances, requires a valid Montana driver's license. This job requires regular attendance as scheduled by the supervisor. This job cannot be performed at an alternate work site.

Special requirements

- Background Examination: Applicants for this position will be subject to a criminal background review before being considered for employment. Individual circumstances involving a criminal conviction will be reviewed to determine an applicant's eligibility for employment.
- Compliance with All Appropriate Montana Tax Laws: An employee's tax status must be current.

This job profile was produced by the Office of Human Resources in conjunction with the appropriate managers.

Division Administrator Review: The statements in this job profile are accurate and complete.

Signature: Margaret Kauska, Division Administrator Date: August 2010

Human Resource Director Review: The Office of Human Resources has reviewed this job profile.

Signature: JeanAnn Scheuer, Human Resources Director Date: August 2010

Employee: My signature below indicates I have read this job profile and discussed it with my supervisor.

Signature: _____ Date: _____

Name (print): _____